



**IOT Service Operations  
SLA Compliance  
Enterprise Level Agreements  
For October 2006**

Service Level Agreement

Target Performance

Current Performance

**Help Desk**

	90% Calls Answered Under 60 Seconds	80%	
Helpdesk Call Abandonment Rate	Less then 2% Abandoned <i>(Includes Voicemail)</i>	16.5%	
	90% Of Calls Resolved By Level 1	96.04%	
Email Response Rate	98% Response within 1 business hour	61.42%	
	95% Of Satisfied Customers	93.73%	
	90% Calls Resolved On Time <i>( By Grouping )</i>	89.49%	

Account Management	8 Business Hours	95.78%		
Applications	16 Business Hours	79.96%		Excluding GMIS & SIRS
Data Management	32 Business Hours	93.33%		
Database	32 Business Hours	88.64%		
Hardware	40 Business Hours	82.7%		Excluding Deployments
Operating System	24 Business Hours	71.81%		
Telecomm	12 Business Hours	100%		

**Project Management**

Complete By Promised Due Date	90% Within 5% of Planned Project Duration	100%	
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**Network Availability**

CAN Availability ( Campus Area )	24x7 Availability ( 99.9% )	99.99%	
WAN Availability ( Remote Sites )	24x7 Availability ( 98.0% )	99.78%	
VPN Availability	24x7 Availability ( 99.9% )	99.99%	
Dial-Up Availability	24x7 Availability ( 99.9% )	99.80%	

In compliance  
 Within Tolerance  
 Out of compliance  
 Insufficient data available this month



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**Server and Storage Administration**

Overall Average Server Availability

99.61%







E-Mail Server Availability	99% Availability	99.53%	
Web/App Server Availability	99% Availability	98.93%	
Shared File Server Availability	99% Availability	99.75%	
SQL Server Availability	99% Availability	100%	

*( Excluding Holidays )*

**Account Management**

New Network Account Requests	Creation Within 2 Business Days ( 99% )	94.89%	
Disable Network Account Requests	Disabled Within 4 Business hours ( 98% )	95.10%	
Privilege/Rights Change Requests	Change Within 8 Business Hours ( 97% )	73.04%	

-  In compliance
-  Within Tolerance
-  Out of compliance
-  Insufficient data available this month